

NAPSA Website FAQs

FAQS AND ANSWERS TO HELP
TROUBLESHOOT COMMON WEBSITE ISSUES

1. I didn't receive a password reset email. What should I do?

If you requested a password reset but did not receive the email, it's *likely* because you **don't yet have a NAPSA Member Portal account, or your email server has blocked our emails**.


If you are an **active** NAPSA member, you already have a **MyNAPSA** account (used for roster updates, personal information updates and group or individual membership renewals), but that is **different** from the **NAPSA Member Portal** used to access member-only resources through the NAPSA website.

Here's how to check:

- Locate your confirmation email for your account, the subject should read "Login Information for National Adult Protective Services," at the bottom of the email, if it says "Log in at <https://mynapsa.org/> with email and password above," this is your information for the **MyNAPSA** page, not the **NAPSA Member Portal**.
- If that is the case, you'll need to **create a NAPSA Member Portal Account**. Follow the steps below depending on if you are an active or non-active NAPSA member.

1a. If you are an ACTIVE NAPSA MEMBER, here is how you create your NAPSA Member Portal account:

- i. Visit the [NAPSA Membership Portal Registration](#).
- ii. Use the **same email address** associated with your NAPSA membership (where your confirmation email was sent).
- iii. Once approved, you'll be able to access all NAPSA member content, please allow up to 72 hours for approval.

 *Tip: Check your spam or junk folder if you don't see the password reset or approval email.*

1b. If you are NOT AN ACTIVE NAPSA MEMBER and looking to create a R2P profile, here is how to create your Free NAPSA R2P Membership account:

- i. Visit the [R2P Directory Membership Registration](#).
- ii. Once your membership is created, [create your R2P profile here](#).
- iii. Please allow up to 72 hours for your R2P profile to be approved.

2. Where do I log in, and what's the process?

NAPSA have multiple different login/registration systems, which can be confusing at first. Here's the difference:

Platform	Purpose	Login Link
NAPSA Website Login	<p>Login to the NAPSA website for both active and non-active NAPSA members. Active members are able to access member-only content here, all members can access R2P content here.</p> <p><i>Must have a website login already, this is not the same as your MyNAPSA login. If not, follow steps above to create an account.</i></p>	NAPSA Website Login
NAPSA Member Registration	Registration for NAPSA Members only – access member documents, R2P resources, community forums, and committee information.	Membership Website Registration
Free R2P Directory Non-Member Registration	Registration for free website access to R2P Directory to create a R2P Profile. This does not allow access to member content on the website.	Non-Member Website Registration
MyNAPSA Account	Used for managing membership renewals, updating your roster or contact information, and registering for webinars or events. <i>Different than the NAPSA Member Portal.</i>	MyNAPSA Login
R2P Profile	After logging into the NAPSA website, visit this site to create or update your R2P profile.	R2P Profile Creation
R2P Directory	Do not need to be logged in to view the R2P Directory.	R2P Directory

3. Still having trouble?

If you've followed these steps and are still having issues, please click the button below to submit a Website Help Ticket so our team can assist you.



4. Here are a few quick links to guide you through the R2P process:

1a. If you are an **active NAPSA member** and do not have an account for the NAPSA Member Portal, [create a NAPSA Member Portal Account](#). If you do have an account, skip to Step 2.

1b. If you are **not an active NAPSA member**, [create a free R2P Directory Account](#).

2. [Log in to the NAPSA Website](#)

3. [View the R2P Directory](#)

Explore the list of R2P profiles and professionals across the network.

4. [Create Your R2P Profile](#)

Build your professional R2P profile to connect with others in the directory.